

section 8

Participation



Representatives of Tenants Group - Have Your Voice Heard



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Our commitment

We are committed to community and tenant participation. We believe that tenant participation is a two-way process, involving the sharing of information and ideas. Tenants are able to influence decisions and take part in matters which affect the quality of their lives.

By becoming involved you will help us to deliver an excellent service that meets your needs. You can give us your opinion on any aspect of our service or on your home. In our Tenants' Newsletter and our Annual Report, we will publish information about our performance, the views we have received and how we have taken these views into account.

Consultation

The Housing (Scotland) Act 2001 introduced legal rights for tenants to be consulted on certain issues and to participate.

We must consult you when making or changing:

- Policies on how we manage our houses and repairs and maintenance if the proposal is likely to affect you a lot.
- Decisions about the information to give you on the standard of housing management and performance.
- Performance standards or targets on housing repairs and maintenance.
- Tenant participation strategy.
- Rent increases.

How can you get involved?

Comment card

On completion of a repair you will be issued with a comment card to let us know how well the repair was carried out, and how well you were treated.

Corporate satisfaction card

We want your visit to our offices to be a successful and pleasant experience. You can help us achieve this by completing our corporate satisfaction card and leaving it in the comments box in reception.

Reading - tenants newsletter

Read our newsletter and let us know your views, or send in your ideas for articles and features.

Armchair monitor

Let us know how well we and others are performing in making your area an attractive place to live, simply by looking out your window and letting us have your comments.

Focus group

Usually meets to discuss a specific issue that affects you such as a new building development, parking etc. or a service you receive for example, close cleaning.

Tenants' group

You can give your views by becoming part of our tenants' group, 'Have your voice heard'. This enables tenants to come together to discuss issues which have been raised by you or ourselves. They are held on a quarterly basis. Meetings are generally held at our office and transport and crèche facilities are provided if necessary.

Role of the Management Committee

We are run by a voluntary Management Committee and members are elected annually from the Association's membership at the Annual General Meeting (AGM). There are 15 places on the Committee. The members have a wide range of experience and knowledge. Staff are responsible for day-to-day business. Committee members do not receive any information about individual tenants.

The Management Committee normally meets monthly to discuss the Association's business and make policy decisions. Serving as a committee member is both interesting and worthwhile. If you are interested in becoming a member of the Management Committee, the first step is to obtain membership of the Association.

Membership of the Association

Any individual aged 18 years or over may apply for membership. Anyone who is already a tenant can apply for membership from the age of 16 years.

The Association particularly encourages applications from:

- Tenants of Forth and members of their household.
- Sharing owners and members of their household.
- Residents in areas where the Association provides housing.
- Individuals with skills and experience in governance, finance, construction, human resources, information technology, housing, social and economic development, regeneration and community development.
- Statutory authorities and voluntary organisations.

Membership costs £1 for life and entitles you to attend the AGM and stand for election to the Management Committee.

Further information is available in the Membership policy.

See section 9.5 for Membership application.